

I have had wireless telephone service (1-650-868 7627) with AT&T Wireless for many years. Last year I signed up with them for a 2 years contract and the service has been bad since the merger with Cingular. Now that the merger is done I have contacted AT&T Wireless 4 times and twice I was on the telephone for 37 minutes on 12/10/04 and 45 minutes on 12/13/04. Both times no one can help me with what is my stand with the new merger. Last night I requested to speak to a Supervisor whom refused to talk to me but promised to call me later on which never happened. I don't like to be on AT&T contract any more as this company is taken over by Cingular and already I could notice that the service is bad and the Customer Service is terrible. I have my own work to do and already I have wasted much time handling this issue and I need a solution at once. I look forward to your help and to get out of this contract without the \$200 penalty that AT&T is demanding. If the company has failed in its obligation I don't see why I should hold on to my obligations.

Best regards.

Voltaire E Warda